



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 11 February 2022

**Re: Freedom of Information Request**  
**Ref: 16-2022**

Thank you for your email dated the 21/1/22, requesting information in relation to surveys.

The information that you require is as follows:

<b>CQC Patient Survey Type:</b>	<b>Supplier</b>	<b>Contract Dates</b>	<b>Main Point of Contact</b>	<b>Contact Details</b>
Urgent and Emergency Care	<b>N/A – we are a specialist tertiary cancer hospital and hence don't have an Emergency Department or Minor Accident Unit</b>			
Children and Young People's Inpatient	<b>We do not have inpatient facilities for children. Our Teenage and Young Adult Unit is included in inpatient surveys on Ward 5 – see below.</b>  <b>We also carry out our own internal patient experience survey annually for the small number of children and young people we treat. (The only children we treat are receiving outpatient radiotherapy.)</b>			
Community Mental Health	<b>N/A – we are a specialist tertiary cancer hospital and do not provide community mental health services</b>			
Adult Inpatient	<b>Picker</b>	<b>Start: October 2021 for 3 years</b>	<b>Kirsteen Scowcroft, Head of Patient Experience and Inclusion, and Karen Kay, Deputy Director of Nursing</b>	<b>k.scowcroft1@nhs.net</b>  <b>karen.kay4@nhs.net</b>
Maternity	<b>N/A – we are a specialist tertiary cancer hospital and do not provide maternity services</b>			
NHS PROMs for	<b>N/A – we are a specialist tertiary cancer hospital and do not provide hip and knee replacements</b>			

hip and knee replacements				
NHS National Staff Survey	Quality Health (now part of IQVIA Ltd).	August 2021 – August 2022	Steph Thomas, Head of Learning & OD/Philippa Dick OD Practitioner	Stephaniethomas3@nhs.net Philippa.dick@nhs.net
Quarterly Staff Friends and Family Test (now called National Quarterly Pulse Survey)	We administer this survey ourselves using Smart Survey. It launched in July 2021, replacing the Staff Friends and family Test	There is a national mandate for us to implement this survey on a quarterly basis by NHS England and NHS Improvement as part of the NHS People Promise	Philippa Dick, OD Practitioner	Philippa.dick@nhs.net
Patient Family and Friends Test	The supplier of this survey is NHS England and Improvement. A digital platform for SMS text reminders is used called Envoy, supplied by Healthcare Communications.	12 month contract ending 6th August 2022	Mark Evans, Digital Project Manager	mevans15@nhs.net

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind Regards,

Margaret Moore  
Information Governance Administrator  
Contact Email: [ccf-tr.foi@nhs.net](mailto:ccf-tr.foi@nhs.net)

	<b>NHS Staff Survey</b>	<b>Quarterly Culture &amp; Engagement Pulse Survey</b>
<b>Current Supplier</b>	Quality Health – now part of IQVIA Ltd	We administer this survey ourselves using Smart Survey. It launched in July 2021, replacing the Staff Friends and family Test
<b>Renewal/end period of Contract</b>	1 Year contract August 2021 – August 2022	There is a national mandate for us to implement this survey on a quarterly basis by

		NHS England and NHS Improvement as part of the NHS People Promise
<b>Main point of contact</b>	CCC – Steph Thomas, Head of Learning & OD/Philippa Dick OD Practitioner; Quality Health – Lucinda Phillips – Head of Operations	Philippa Dick OD Practitioner
<b>Contact details</b>	<a href="mailto:Stephaniethomas3@nhs.net">Stephaniethomas3@nhs.net</a> <a href="mailto:Philippa.dick@nhs.net">Philippa.dick@nhs.net</a> <a href="mailto:lucinda.phillips@quality-health.co.uk">lucinda.phillips@quality-health.co.uk</a>	<a href="mailto:Philippa.dick@nhs.net">Philippa.dick@nhs.net</a>